

1410.04 Telecommunications Training

Issued January 1, 1994

SUBJECT: Telecommunications Training.

APPLICATION: Executive Branch Departments and Sub-units.

PURPOSE: To provide guidance in requesting site/agency coordinator training, voice mail training, and telephone features training.

CONTACT AGENCY: Department of Information Technology (DIT) - Telecommunications.

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SUMMARY: Agencies may obtain user training including voice mail and the use of sets and features. Site Coordinator training demonstrates the proper completion of all DIT Telecommunications forms and identifies all hardware (e.g., sets and adjuncts) and software (e.g., System 85 and Voice Mail) systems administered/supported by Telecommunications.

APPLICABLE FORMS: None.

PROCEDURES:

Agency:

- **Site/Agency Coordinator Training:**
 - Before designating an individual as site or agency coordinator, he/she must complete Telephone Features Training and Voice Mail Training. Contact Telecommunications Training Unit to schedule training.
- **User Training:**
 - Site coordinator identifies training needs for telephone and voice mail users, and contacts Telecommunications Training Unit to schedule training.

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